MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

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<u>Notice</u>

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, March 7th, 2019
<u>9:00 – 11:30 AM</u>

This meeting will be held in a meeting room of the
Brown Deer Public Library
5600 West Bradley Road
Brown Deer, WI 53223

<u>Agenda</u>
The LDAC reserves the right to take action on any of the items listed below.

1. Call to order

2. Additional agenda items/adoption of agenda

3. Approval of minutes for the February 7th, 2019 LDAC meeting

   Action   Attachment A

4. MCFLS Strategic Planning. Feedback and next steps.

5. MCFLS communication and service provision during closed periods. Revision to emergency helpdesk instructions.

   Attachment B

6. Proposed annual procedure for collecting/disbursing netted amounts for replacement, lost and manual fines (over $5) collected at non-owning libraries.

[Attachment C](#)

7. LSTA Collaborative Grant: Cybersecurity Awareness Training

[Attachment D](#)

8. NewsBank subscription proposal

[Attachment E](#)

9. Discussion: Access to electronic resources with fines over $5.00

[Attachment F](#)

10. Patron privacy and public workstations.

[Attachment G](#)

11. MyPC and SAM support
    a. New product for remote printing: ePrintIT
    b. Plan to end support for SAM server as of 12/31/2020

[Attachment H](#)

12. Update on the PLSR process

13. Additional business

14. Member library updates

Sub-committee agendas and minutes
Circulation Services—Agenda and minutes available at http://www.mcfls.org/staff-circ-services-comm.asp
Youth Services—Agenda and minutes available at http://www.mcfls.org/staff-youth-services-comm.asp
Young Adult Services—Agenda and minutes available at http://www.mcfls.org/staff-young-adult-services-comm.asp
Adult and Reference Services—Agenda and minutes available at http://www.mcfls.org/staff-reference-comm.asp.

The next meeting is scheduled for Thursday, April 18th, 2019 at the Hales Corners Library, 5885 S. 116th Street, Hales Corners, WI 53130

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, February 7, 2019
Oak Creek Public Library
8040 S. Sixth Street
Oak Creek, WI 53154

Present: Susan Draeger-Anderson, Chair, North Shore Library
               Rachel Arndt, Milwaukee Public Library
               Rachel Collins, Shorewood Public Library
               Michelle Gibbs, Cudahy Family Library
               Amy Krahn, St. Francis Public Library
               Jill Lininger, Oak Creek Public Library
               Pat Laughlin, Hales Corners Library
               Pete Loeffel, Wauwatosa Public Library
               Sheila O'Brien, Greenfield Public Library
               Judy Pinger, Milwaukee Public Library
               Nyama Reed, Whitefish Bay Public Library

Excused: Dana Anderson-Kopczyk, Brown Deer Public Library
               Nan Champe, South Milwaukee Public Library
               Jennifer Loeffel, Franklin Public Library
               Brian Williams-VanKlooster, Greendale Public Library

Absent: Michael Kozalka, West Allis Public Library

MCFLS Staff: Steve Heser, Director
               Judy Kaniasty, Business Manager
               Jen Schmidt, Library Systems Administrator

Call to Order. The regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees' Library Directors Advisory Council was called to order by Chair Draeger-Anderson at 9:04 a.m.

Additional Agenda Items/Adoption of Agenda. Chair Draeger-Anderson inquired whether there were any additions to the agenda. The following topics were suggested:
    - Library Cards for Infants/Steve Heser
    - CountyCat Mobile App/Steve Heser
    - Sierra Server Replacement/Steve Heser
    - Opportunity to Collaborate with Medical College of Wisconsin/Steve Heser
Rachel Arndt moved and Amy Krahn seconded a motion to modify the agenda to add the suggested topics. Unanimously approved.

Approval of Minutes for the January 3, 2019 LDAC Meeting. Chair Draeger-Anderson referred to the minutes of the January 3, 2019 meeting which are shown as Attachment A of the agenda packet. Jill Lininger noted she had reported an incorrect closing time under Member Library Updates, for Oak

Creek—for the Quarterly staff in-service the Thursday before Easter they will close at 1 p.m. instead of 4 p.m. Sheila O'Brien noted a correction to the Greenfield entry under Member Library Updates the first word on the fourth line should be <u>many</u> instead of any. Amy Krahn moved and Rachel Collins seconded a motion to approve the minutes as amended. Unanimously approved.

<u>MCFLS Strategic Planning Update</u>. Steve Heser thanked everyone for participating in the final survey and reminded everyone of the full day development meeting which will be held February 28. Next week a packet of documents will be prepared by Steve and Bruce Smith which will be distributed prior to February 28 so all will be aware of what to expect for the day.

<u>Annual Report Update</u>. Steve Heser reported that he has received some questions regarding how to count website visits which is a new statistic for this year's report. The report is looking for the number of sessions and MCFLS does not have that number but looking for ways to get it. Steve noted he will talk with DPI for more guidance. With the reports due 3/1/19, so far four are done. Steve announced that he is starting a new tradition of awarding a trophy to the first library that sends in their copies of their completed annual report and this year's winner is Nan Champe from South Milwaukee.

<u>Summer Reading Program and collaboration on UWM-SOIS Intern Recruitment</u>. Chair Draeger-Anderson noted that Brian Williams-VanKlooster asked that this topic be on the agenda but is unable to be here today. Steve Heser noted he understands individual libraries reach out to SOIS for interns and wonders whether there might be a role for MCFLS to coordinate efforts. Discussion ensued regarding the lack of interest by students to intern and it is wondered whether SOIS could become more helpful in encouraging fieldwork and internships as necessary in building resumes which leads to better candidates for employment at public libraries. Rachel Collins noted she is on the UWM-SOIS Advisory Team and would be happy to relay information back on what graduate students are lacking in terms of desirable requirements for public library employment. It was noted that UWM used to pay interns to go out and work but that funding has ended and with it the requirement for students to intern. The question then of what Summer Reading Program activities would be performed by SOIS student interns and whether graduate students are really necessary was discussed. It was suggested that a future LDAC meeting be held again at UWM-SOIS to get public librarianship back on the radar screen of the college and for LDAC to get a tour. Steve Heser will work on getting a meeting setup within the next couple of months.

<u>Discussion re Library Closings and Best Practices for Setting Hours, Staffing (Including Compensation), and Communication (Among Libraries and the Public)</u>. Rachel Collins reported after the recent library closings due to the extreme cold and snowfall she did a poll of the member library directors which she will distribute after this meeting as to how and why the decision was made by libraries whether or not to close. Steve Heser noted he felt that communication between libraries went well and shared that MCFLS staff used GroupMe which is a free app and he is thinking of using it also for computer downtime and LDAC closings in the future. Discussion ensued regarding sharing personal email and phone numbers which could be useful in emergency situations. Steve added that when MPL Central closes MCFLS has also closed and delivery operations cease due to safety issues of the staff and trucks. MCFLS staff can work from home and are available to take calls.

<u>Update: Proposed Annual Document Showing Netted Amounts for Replacement, Lost and Manual Fines (Over $5) Collected at Non-Owning Libraries</u>. Steve Heser noted this discussion is a continuation from last month and he referred to Attachment B of the agenda packet which is 2018 data that has been reviewed a few times by Judy Kaniasty and himself for accuracy. Steve added that he has sent the entire 2018 spreadsheet of items paid for in a separate email recently for informational purposes. As a means

to move forward with the possible annual reconciliation instead of the daily cash bag processing MCFLS could send out quarterly reports and that information can be used by all as a reconciliation tool and time to gain approval by all communities to begin at the latest 1/1/2020. Pete Loeffel noted he has already talked to his City's financial staff and they will be creative a suspense account as their method of moving funds around and he has agreed to talk to other local community leaders if desired. Many LDAC members are eager to move forward with this new procedure as soon as possible as it saves staff time. A suggestion of a pilot program beginning July 1 arose and it was suggested that the directors not at today's meeting be updated and that a draft procedure be presented at the next LDAC meeting for consideration.

BREAK

LSTA Collaborative Grant Opportunity: Increase Capacity for Technology Tools and Resources. Steve Heser reported that non-competitive technology LSTA grants are no longer available but funds are available this year for collaborative projects with at least one other System with a deadline of 2/22/19; MC FLS can get $11,200 under that criteria. Attachment C of the agenda packet is the entire LSTA grant information packet. Steve noted that he has been working a couple other library systems investigating the costs for remote backups which could also include the Recollection Wisconsin project, however the cost could be very expensive; Steve did note that local libraries may very well be able to backup their local computers under this project too. More information will be shared when costs and information is received from the vendor. A second option, also outlined in Attachment C of the agenda packet, is Cyber Security Training for staff and he will also share the cost of that project as MCFLS may want to look into this even if it is not the ultimate project chosen.

Details on NewsBank Proposal for Milwaukee Journal Sentinel Subscription. Steve Heser reviewed Attachment D of the agenda packet which outlines the details of the NewsBank pricing. Milwaukee would like to be a part of this pricing package and already gets the old editions which would not be available to suburban libraries under this proposal. There was enough interest amongst the member libraries for Steve to prepare a cost breakdown of this product based on residents for 2019 and he will bring that to the next meeting for consideration.

Discussion re Future Participation in the Bucks Reading Program. Steve Heser noted that the relationship between the Milwaukee Bucks and libraries started many years ago with a great number of children participating and earning vouchers for free game tickets. Participation by libraries outside Milwaukee County has dwindled greatly due to the distance factor and a change in marketing department staff at the Bucks has made libraries less of a priority since they have many other programs. This year MCFLS received only an electronic copy of materials normally provided for libraries by the Bucks at the last minute and vouchers actually ran out before the start of the reading challenge for this year and families are being offered $100 off of an adult and child ticket and are being offered vouchers for next year's season; only 10 of the 15 member libraries from Milwaukee County have decided to participate in this year's program. It was learned that a local private school has already run their own reading challenge so perhaps schools are the new target instead of libraries to run this program for the Bucks. Steve Heser will reach out to the Bucks to see whether there is another opportunity for libraries to work with the Bucks—such as raffles or a library night at a game; Steve will reach out to the Youth & Young Adult Committees for feedback prior to reaching out to the Bucks to work on another collaborative opportunity for the future. Nyama Reed suggested that the Admirals be contacted for a collaborative opportunity as well; Rachel Arndt has contact information for Steve.

Print Copies of State Statutes. Pat Laughlin stated that her library does not find the print copies of the State Statutes useful since the online version is so much easier to use and wonders whether there is a way to opt out of receiving it. Steve Heser will look into this matter and report back what he finds out so those libraries that would rather not receive the print copy can save the State from printing and sending them out to them.

Library Development & Legislation Update. Steve Heser reviewed Attachment E of the agenda packet which is good information to be used for Library Legislative Day connections for those who attend that event and for those that will send a letter instead to their representative. Pete Loeffel also suggested using this helpful information when talking with local officials. Pete also noted that Steve Conway, the WLA lobbyist feels that the funding ncreases being asked for are achievable. Pete also noted that a good way for representatives to get connected to libraries is to offer that they host meetings at libraries. Pete noted that lowering the cost of TEACH internet for libraries statewide is something being looked at. Pete explained the funding conduit for WLA members to attend legislative fundraisers for building relationships.

ADDITONAL BUSINESS

Library Cards for Infants. Steve Heser asked whether libraries allow infants to acquire library cards. Some member libraries do if the parent agrees to be fiscally responsible, the child shows excitement for a card and others use a minimum age or require that the child can sign their name. No consistency exists county-wide at this time.

CountyCat Mobile App. Steve Heser reported that the current Boopsie mobile app is not being updated and that MCFLS paid $2,000 to help Demco improve their product called Demco Discover Mobile. This decision was based on the fact that other mobile services are expensive.

Sierra Server Replacement. Steve Heser deferred to Jen Schmidt, who reported that two new services are expected to be delivered in March and she will be working with Innovative to coordinate the transition to the new equipment soon after the equipment arrives.

Opportunity to Collaborate with Medical College of Wisconsin. Steve Heser reported that he had been contacted by Kathryn Mlsna from the Medical College of Wisconsin (and formerly an employee of Milwaukee Public Library) indicating that they have received a grant through the National Libraries of Medicine to offer free programming to the public regarding health information resources and she was curious whether MCFLS member libraries would be interesting in collaborating in this effort; he said he would check with the member libraries and get back to her regarding interest. Many directors were interested so Steve will inform Kathryn of that information.

MEMBER LIBRARY UPDATES.

St. Francis – Amy Krahn reported that parts of the roof is leaking and they are in the midst of getting that repair work done.

Shorewood – Rachel Collins asked for help in ideas on how she could fill some hours with temporary librarian help this summer.

Hales Corners – Pat Laughlin reported that their book drop is closed due to problems.

Wauwatosa – Pete Loeffel reported he is working with WiLS on a Strategic Plan.

Milwaukee – Judy Pinger reported that a new Public Service Area Manager for Branches has been hired to replace Dawn Lauber beginning Monday.

Oak Creek – Jill Lininger reported she will be doing a pubic SWOT analysis of the library including a focus group and a public survey. The reorganization of staff is ongoing with seven staff experiencing a change in job duties.

North Shore – Susan Draeger-Anderson reported she is in the midst of filling many vacancies and that she is attending four city managers meetings monthly to move forward with building upgrade plans.

SUB-COMMITTEE AGENDAS AND MINUTES. Links provided for Circulation Services, Youth Services, Young Adult Services and Adult & Reference Services agendas and minutes in the agenda packet notice.

NEXT MEETING. Scheduled for Thursday, March 7, 2019 at the Brown Deer Public Library, 5600 West Bradley Road, Brown Deer, WI 53223.

ADJOURNMENT. With no further discussion to be held, Nyama Reed moved and Amy Krahn seconded a motion to adjourn the meeting at 12:06 p.m. Unanimously approved.

MCFLS Service Provision
During MPL Central Building Closures

The Milwaukee County Federated Library System leases space from the Milwaukee Public Library at the Central branch located at 814 W. Wisconsin Avenue. In addition to office space, the system also leases space for delivery and sorting services at this location. In the event that the Central branch is closed due a weather emergency or other reason and MCFLS or delivery service staff would otherwise be working normal hours, MCFLS will use these guidelines to maintain sufficient service to member libraries.

Guidelines for Service Provision

- The MCFLS Director will work with MPL administrative staff to determine if access to the building that day will be made available to MCFLS or delivery services staff. If the closure is due to a weather event, the Director will also consult with the delivery services provider to determine whether the event could pose a risk to staff or delivery vehicles.

- The decision to close the MCFLS offices and/or cancel delivery will ultimately be made by the Director. After a decision is made, the Director will notify MCFLS staff and the delivery services provider as soon as possible. The decision is generally made to address provision of services for that particular day only. If the event affects service on multiple days, the Director will make a decision each day.

   o The MCFLS Employment Manual states that if the MCFLS offices are closed an employee will be allowed to work from home, make up the time lost, use accumulated vacation, or take the time off without pay.

- MCFLS staff will notify the member libraries regarding the decision affecting the MCFLS offices and delivery services as soon as possible via email and text service (currently GroupMe). Both members of the LDAC and Circulation Services committees will be informed via email. Staff will also relay instructions on how member libraries may contact MCFLS staff in the event of a situation requiring immediate attention.

- During the closed period MCFLS staff will be available at the Off Hours extension at 414 286-3923 for emergencies impacting system services. Staff may also be available via email but member libraries are advised to use the Off Hours extension in the event of an emergency.

- MCFLS staff will make every effort to resolve issues as soon as possible. Most problems can be resolved if the MCFLS offices are closed, but some may need to wait until access to the building is restored.
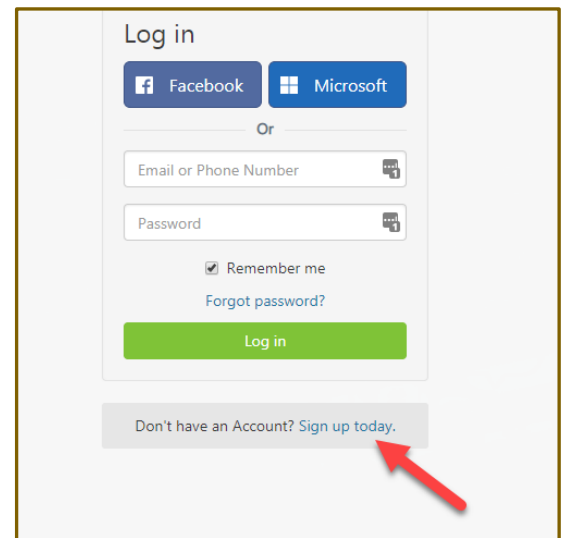
MILWAUKEE COUNTY
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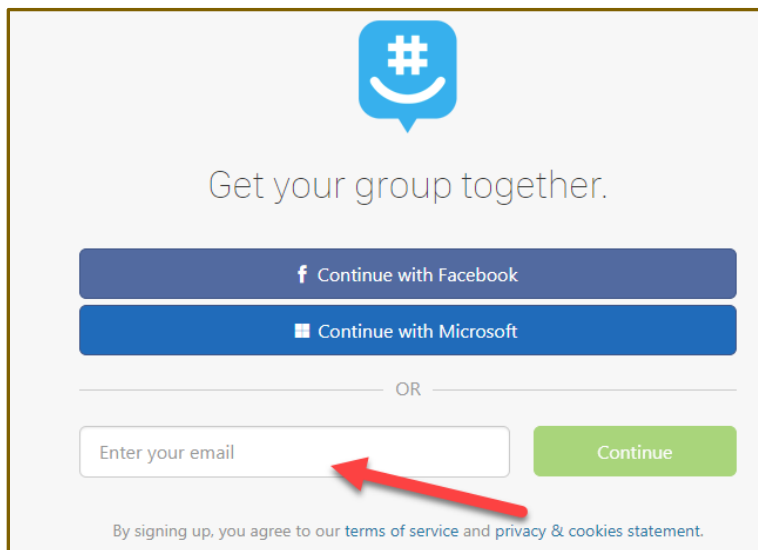# STAFF SIGN UP FOR MCFLS TEXT NOTIFICATIONS (GroupMe)

MCFLS has identified an online application called **GroupMe** that can be used for group text messaging for member library staff for time-sensitive communications. In the event of weather-related closings or network downtime, MCFLS will use this to communicate instantaneously with staff that are able to receive text messages. Email communication will follow shortly thereafter.

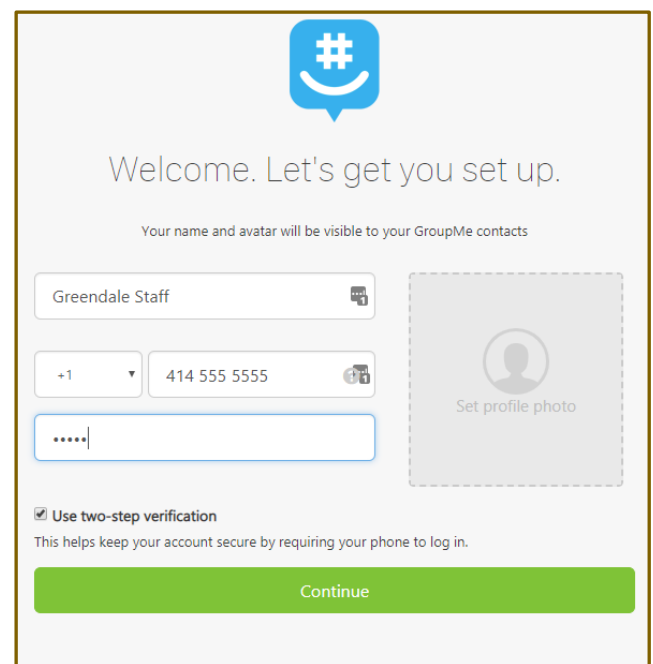IMPORTANT: A smartphone is not necessary, but staff who sign up must be able to receive text messages.

STEPS TO SIGN UP FOR MCFLS Notifications

1. Click the link below to sign up for MCFLS notifications:
https://groupme.com/join_group/47558727/MQR8ErHl

2. You will be prompted to login or sign up for a GroupMe account. Click the **Join Group** button to get started.

3. Click the **Sign Up Today** link to create a new account.

4. When prompted, you can authenticate with Facebook or Microsoft. We recommend signing up with your work email address:

5. Next, enter the name and mobile phone number fields. **SEE BELOW**

IMPORTANT: Your name will display to the group so if you wish to remain anonymous, please enter a name like "Greendale Staff" or "East Library" to identify your library or location when doing set up.

MCFLS recommends using the default two-step verification process to require your phone to sign in to GroupMe. Enter a password and click **Continue**.

6. A code will be sent to your mobile device to verify your phone number.

7. Once you've entered your code and hit the "**Start Chatting**" button, you have been signed up for MCFLS Notifications.

8. If you need to have your number removed from the group, notify MCFLS staff.

In the event of a system-wide event requiring immediate notification, staff will send out a GroupMe message that will be sent to your phone indicating the situation and any instructions. Email communication to all MCFLS staff will follow along with news alerts posted as appropriate.

MCFLS Emergency Help Desk Assistance

An emergency is a system problem of a critical nature that requires immediate MCFLS intervention. Examples:

· *An interruption of service for staff using Sierra or patrons using CountyCat where all workstations are down.*
· *A network outage or connection issue that persists beyond 15 minutes especially if a power outage took place.*
· *The MCFLS web page, email or another network service maintained by MCFLS is completely down.*

MCFLS will communicate OUTAGE/SYSTEM ALERTS using text notifications AND by sending a staff-wide email.
To stay informed, sign up for MCFLS text alerts via GroupMe: https://bit.ly/mcfls-groupme

DURING NORMAL BUSINESS HOURS - 7:30am-5:00pm MON-FRI

1. **Contact the MCFLS Helpdesk phone at 414-286-3520.**
2. **Check for** a MCFLS **text message and email** relating to an unscheduled network or system outage.
3. **If you have not received information within a half hour**, contact the MCFLS help desk again at 414-286-3520 providing your name, library and a brief description of the issue.
4. If you are unable to reach any MCFLS staff, **call the off-hours extension at (414) 286-3923.**
5. Staff may also want to **contact another library** to inquire if it is experiencing the same problem.

FOR EVENINGS after 5:00pm - MON-FRI as well as SAT & SUN

CALL THE OFF HOURS NUMBER - 414-286-3923   To ensure off-hours coverage, MCFLS technology staff rotate this responsibility on a weekly basis to answer calls via cell phone, responding at most within 15-30 minutes of receiving a call.

Proposal

MCFLS Annual Accounting Procedure Regarding Funds for
Replacement, Lost and Manual Charges over Five Dollars Received at Non-Owning Libraries

Purpose

MCFLS staff is proposing a new accounting process for replacement, lost and manual charges over five dollars collected at non-owning libraries.

Current Practice

Member libraries retain all of their replacement charges, lost charges, and manual charges over five (5) dollars, regardless of the library where the payment occurred. When a member library collects a payment that belongs to another member library, the collecting library sends the payment through the delivery system to the owning library using the guidelines of the existing cash handling process.

- The collecting library sends an email to the MCFLS Business Manager and the owning library indicating the patron name, patron number, item title, item number, amount of payment sent, and reason. The MCFLS Business Manager enter this transaction in a master log of all transit transactions.
- The collecting library sends the payment through the delivery system in a cash bag to the system office.
- When the cash bag arrives at the system office, the MCFLS Business Manager verifies the item, records the receipt in the master log, and emails the collecting library and the owning library.
- The MCFLS Business Manager send the payment through the delivery system in a cash bag to the owning library.
- When the cash bag arrives at the owning library, the owning library verifies the item, and emails the MCFLS Business Manager and the collecting library. The MCFLS Business Manager record the receipt in the master log.

  For more details, see the knowledgebase articles regarding the cash handling procedure for both MPL and suburban libraries: http://www.mcfls.org/kb/Tags.aspx?Tag=Cash+Handling

Issues with Current Practice

The current cash handling process has several issues:

- Staff Time: The process is time-consuming for both member library staff and MCFLS staff. MCFLS and its member libraries processed over 1,300 payments in 2018. Each transaction requires multiple emails, the cash bags are routed through multiple locations, and the MCFLS Business Manager needs to update the master log three times for each transaction.
- Security: Sending cash through the delivery system increases the possibility of loss or theft.
- Accuracy: With so many variables and staff involved, accuracy during the cash handling process will suffer. Some transactions may not be caught and cash not returned to the owning library.
- Oversight: The cash handling process relies significantly on the good faith of all member libraries and no detailed, systematic oversight is possible.

Proposed Procedural Changes

MCFLS proposes replacing the existing cash handling process with an accounting process. MCFLS will act as fiscal agent and create an annual report of net financial transactions for replacement charges, lost charges, and manual charges over five dollars.

At the end of each calendar year, MCFLS will run the net financial report detailing money collected and money owed to each library. The report will be run against the Fines Paid table on the Sierra database and collect information for all replacement, lost and manual charges over five dollars collected at non-owning libraries. An example of this report is attached to this proposal.

The MCFLS Business Manager will use the net amount calculated for each member library to determine whether the library is billed on their quarterly invoice or a payment made to reimburse the library for money that they are owed.

Implementation

Member libraries are asked to use the following procedure at the agreed upon date:

1. As of [date], all member libraries will retain all fees and fines collected at their libraries and stop sending money through the delivery system.

2. Member libraries still may not waive fines or fees from other member libraries per the current ILS, Resource Sharing, and Technology Agreement. Under extenuating circumstances, libraries can call the owning libraries to seek the waiving of a fine for a patron. It should be noted that waiving any non-owned replacement, lost or manual charge over five dollars will impact the net financial report numbers for your library.

3. MCFLS recommends that member libraries place payments they collect for other libraries' replacement, lost and manual fines over five dollars in a suspense account. Suspense accounts allow for items to be entered temporarily before allocation to a correct or final account. Because the net amounts are not predictable and will vary based on patron behavior, these payments should not be deposited in a normal operating income line.

   Member libraries should use the funds collected in their suspense account to pay for any outstanding money that they owe (if any). Any funds leftover in the suspense account should be considered the property of that member library since they have paid out what they owe to other members.

Example of Net Financial Transactions Report (2018)

2018 Replacement/Lost Material/Manual Fee Collection (Sample)

Rows = COLLECTED FOR (material owner); Columns = COLLECTED BY

COLLECTED FOR \ BY	BROWN DEER	CUDAHY	FRANKLIN	GREENDALE	GREENFIELD	HALES CORNERS	MILWAUKEE	NORTH SHORE	OAK CREEK	SHOREWOOD	SOUTH MILWAUKEE	ST. FRANCIS	WAUWATOSA	WEST ALLIS	WHITEFISH BAY	Grand Total
BROWN DEER		$25.00					$222.99		$70.00	$58.69	$30.00	$30.00	$91.00	$68.95		$772.60
CUDAHY	$19.35		$109.50		$49.50		$306.00		$35.00	$22.00	$73.00	$34.00	$78.00	$174.50	$9.00	$911.50
FRANKLIN		$8.00			$30.00		$186.00	$17.00	$107.60	$15.00	$30.00	$79.50	$106.00	$67.00		$877.45
GREENDALE		$15.00			$112.00	$11.00	$163.00		$27.00		$30.00	$49.00	$187.50			$550.35
GREENFIELD	$24.00	$37.81	$82.50			$47.74	$350.79	$21.50	$81.50	$9.99	$58.20	$28.95	$605.33			$1,349.49
HALES CORNERS		$31.00			$12.99		$123.93	$21.99	$9.99			$15.99	$20.99	$162.90		$437.68
MILWAUKEE	$445.64	$512.91	$452.66	$118.68	$270.94	$112.25		$753.27	$247.46	$448.90	$200.58	$209.90	$1,868.72	$2,212.13	$166.23	$8,020.27
NORTH SHORE	$28.99	$18.95	$38.99	$49.98	$198.81				$79.00		$79.00		$85.97	$68.39	$67.97	$666.79
OAK CREEK		$8.00	$46.00	$24.00		$15.00	$187.55	$80.00		$41.00	$21.00	$21.00	$9.00	$65.00		$677.55
SHOREWOOD			$8.00	$23.00		$173.94	$467.56	$58.00				$29.99	$57.98			$770.47
SOUTH MILWAUKEE		$109.00			$192.61		$386.00	$131.92	$69.23			$10.00	$152.00	$121.95	$16.30	$892.00
ST. FRANCIS		$96.93	$22.97	$23.00			$192.61	$125.25	$64.96	$10.00	$36.99		$64.00	$357.18	$111.85	$518.73
WAUWATOSA			$59.43	$50.00			$704.79	$32.00	$5.99	$35.90	$6.99	$69.87				$1,758.99
WEST ALLIS		$116.87	$25.00			$56.01	$910.44	$37.64	$5.99	$35.90	$30.98	$40.00	$193.00			$1,680.50
WHITEFISH BAY		$59.99	$30.95	$86.96			$185.94	$215.63	$58.69			$39.98				$531.19
Grand Total	**$517.98**	**$1,039.46**	**$962.66**	**$426.86**	**$594.38**	**$434.32**	**$4,586.41**	**$1,634.06**	**$724.79**	**$866.71**	**$646.14**	**$597.18**	**$2,708.96**	**$4,019.42**	**$656.23**	**$20,415.56**

Summary

	BROWN DEER	CUDAHY	FRANKLIN	GREENDALE	GREENFIELD	HALES CORNERS	MILWAUKEE	NORTH SHORE	OAK CREEK	SHOREWOOD	SOUTH MILWAUKEE	ST. FRANCIS	WAUWATOSA	WEST ALLIS	WHITEFISH BAY	Grand Total
	OWED	OWES	OWES	OWED	OWED	OWED	OWED	OWES	OWES	OWES	OWED	OWES	OWES	OWES	OWES	OWED
Grand Total	$517.98	$1,039.46	$962.66	$426.86	$594.38	$434.32	$4,586.41	$1,634.06	$724.79	$866.71	$646.14	$597.18	$2,708.96	$4,019.42	$656.23	$20,415.56
AMT TOOK IN	$517.98	$1,039.46	$962.66	$426.86	$594.38	$434.32	$4,586.41	$1,634.06	$724.79	$866.71	$646.14	$597.18	$2,708.96	$4,019.42	$656.23	
AMT OWED	$772.60	$911.50	$877.45	$550.35	$1,349.49	$437.68	$8,020.27	$666.79	$677.55	$770.47	$892.00	$518.73	$1,758.99	$1,680.50	$531.19	
2018 AMT DUE	$254.62	$(127.96)	$(85.21)	$123.49	$755.11	$3.36	$3,433.86	$(967.27)	$(47.24)	$(96.24)	$245.86	$(78.45)	$(949.97)	$(2,338.92)	$(125.04)	NET $0.00

Wisconsin Department of Public Instruction
LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA) GRANT APPLICATION
PI-2440-TECH (Rev. 11-18)

INSTRUCTIONS: Submit one copy of this completed Word document along with one signed, scanned copy in PDF format via e-mail to:

LibraryReport@dpi.wi.gov

Or mail signed, completed copy to:
WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
ATTN: MARIA INGRAHAM
DIVISION FOR LIBRARIES AND TECHNOLOGY
PO BOX 7841
MADISON, WI 53707-7841

Collection of this data is a requirement of Public Law 94-462.

Refer to the DPI Library Services and Technology web page "LSTA Grant Information and Guidelines" at: https://dpi.wi.gov/pld/lsta

GRANT INFORMATION

Grant Title

LSTA - Cybersecurity Awareness Training

GENERAL INFORMATION

Applicant Agency Name	Public Library System Name (if system is not the Applicant Agency)
Milwaukee County Federated Library System	

Project Administrator Name

Steve Heser

Project Administrator E-mail	Project Administrator Phone
steve.heser@mcfls.org	414-286-8149

Counties Served by Project (or Statewide)

Jefferson, Kenosha, Milwaukee and Waukesha counties

Wisconsin Federal Congressional District(s) Served by Project	Total LSTA Funds Requested
Districts 1, 4, 5 and 6	$17,000.00

COLLABORATIVE PARTNERS

Provide the public library systems and the primary project contact name and e-mail address for the public library systems that are collaborating on this project proposal.

Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
Bridges Library System	Connie Meyer	cmeyer@bridgeslibrarysystem.org
Kenosha County Library System	Barbara Brattin	bbrattin@mykpl.info
Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail
Collaborating Agency Name	Collaborating Agency Contact Name	Collaborating Agency Contact E-mail

ASSURANCES

Each Applicant that submits a plan or application under the Library Services and Technology Act (LSTA) provides the assurances set forth below.

(1) Civil Rights and Nondiscrimination Statutes and Regulations: The Applicant shall comply with all applicable statutory and regulatory requirements. These requirements include, but are not limited to, applicable provisions of—

   (A) Title VI of the Civil Rights Act of 1964 [45 U.S.C. 2000d through 2000d-4]

   (B) Title IX of the Education Amendments of 1972 [20 U.S.C. 1681-1683]

   (C) Section 504 of the Rehabilitation Act of 1973 [29 U.S.C.794]

   (D) The Age Discrimination Act [42 U.S.C. 6101 et seq.]

(2) Allowable Costs: Costs incurred shall be allowable under the principles established in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards; Final Rule [2 CFR 200 Subpart E-Cost Principles].

(3) Budget Modifications: The Applicant will obtain an approved budget amendment when it is anticipated that claimed expenditures will vary significantly from the amount in the current approved budget. A significant variance is an increase of 10 percent (summary of all line items) of the current total approved budget [2 CFR § 200.308(e)].

(4) Conflict of Interest: No board or staff member of a public library or library system may use his or her position to obtain financial gain or anything of substantial value for the private benefit of himself or herself or his or her immediate family, or for an organization with which he or she is associated, such as a royalty, commission, contingent fee, brokerage fee, consultant fee, or other benefit [Wis. Stat. 19.59 (1) (a)] [2 CFR § 200.112].

(5) Contracts and procurement: The Applicant will use its own procurement procedures that reflect applicable state and local laws and regulations, provided the procurements conform to applicable federal law and the standards in [2 CFR §§ 200.318-200.326] Procurement Standards.

(6) Cooperation with Evaluation: The Applicant shall cooperate with the performance of any evaluation of the program by the Wisconsin Department of Public Instruction (DPI) or the Institute of Museum and Library Services (IMLS) or by their contractors [2 CFR §200.328(1)].

(7) Copyright, Acknowledgement, and Publications: The Applicant/ Recipient will comply with all copyright and materials acknowledgement requirements as addressed in the projects' grant guidelines. IMLS and DPI reserve royalty-free, nonexclusive, and irrevocable licenses to reproduce, publish or otherwise use, and to authorize others to use, for their purposes. The copyright in any work developed under this subgrant or contract under this subgrant; and any rights of copyright to which the Applicant or a contractor purchases ownership with grant support. The content of any grant-funded publication or product may be reprinted in whole or in part, with credit to the IMLS acknowledged. However, reproduction of this product in whole or in part for resale must be authorized by the DPI. When issuing statements, press releases, and other documents describing projects or programs funded in whole or in part with federal grant funds, the grant award recipient shall clearly acknowledge the receipt of federal funds in a statement. Subrecipients must acknowledge IMLS in all related publications and activities supported with LSTA award money. A kit with suggestions and materials to help subrecipients publicize grant activities is available at https://www.imls.gov/grants/grant-recipients/grantee-communications-kit.

(8) Fiscal Control: The Applicant will use fiscal control and fund accounting procedures and will ensure proper disbursement of, and accounting for, federal funds received and distributed under this program [2 CFR §200.328(1)].

(9) Indirect Costs: If the fiscal agent intends to claim indirect costs, the total amount budgeted for indirect costs is limited to and cannot exceed the negotiated indirect rate established with the DPI. Indirect costs cannot be charged against capital objects.

(10) OMB Standard Form 424B: The Applicant will comply with all applicable assurances in OMB standard Form 424B (Assurances for Non-Construction Programs), including the assurances relating to the legal authority to apply for assistance; access to records; conflict of interest; merit systems; nondiscrimination; Hatch Act provisions; labor standards; flood insurance; environmental standards wild and scenic river systems; historic preservation; protection of human subjects; animal welfare; lead-based paint; Single Audit Act; and general agreement to comply with all applicable federal laws, executive orders and regulations.

(11) Programmatic Changes: The Applicant will obtain the prior approval of the DPI whenever any of the following actions is anticipated:

   (A) Any revision of the scope or objectives of the project;

   (B) Changes in key persons where specified in the application or grant award;

   (C) A disengagement from the project for more than three months, or a 25 percent reduction in time devoted to the project, by the approved project director;

   (D) Contracting out or otherwise obtaining services of a third party to perform activities central to the purpose of the award;

   (E) Changes in the amount of approved cost-sharing or matching provided by the subrecipient [2 CFR §200.308(c)(1,2,3,6,7)].

(12) Record Retention: In accordance with 2 CFR §200.333(b), this is written notification to the subrecipient that DPI requires an extension to the record retention period for grants addressed in the *General Records Schedule: Wisconsin's Public Libraries and Public Library Systems and Related Records.* For all other grants, the Applicant will ensure records are maintained for a period of at least three years after the end of the project year [2 CFR §200.333]. If any litigation, claim, negotiation, audit, or other action involving the records starts before the end of the period, the records will be retained until completion of the action and resolution of all issues.

(13) Reporting: The Applicant will ensure all required financial and program data is reported to the DPI timely on a schedule established by the DPI [2 CFR §200.302(b)(2)].

(14) Grant Evaluation: The Applicant shall ensure that all grant evaluation reporting will be timely on a schedule established by the DPI. Grant evaluation information provided to the DPI staff shall accurately assess the completeness of grant goals, activities, benchmarks and target dates [2 CFR §200.328(b)(1)].

(15) Single Audit: Any entity that expends in total (all sources) $750,000 or more in federal funds during a fiscal year (July 1–June 30) is required to conduct a single audit [2 CFR §200.501].

(16) Text Messaging and E-Mailing While Driving: The Applicant/ Recipient and their grant personnel are prohibited from text messaging while driving a government-owned vehicle, or while driving their own privately owned vehicle during official grant business, or from using government supplied electronic equipment to text message or e-mail when driving [Executive Order 13513, "Federal Leadership on Reducing Text Messaging While Driving October 1, 2009].

(17) Time and Effort Supporting Documentation: For costs to be allowable, compensation for personal services must adhere to the Standards for Documentation of Personnel Expenses as identified in 2 CFR §200.430(i)(1). The subrecipient must retain records that accurately reflect the work performed and be supported by a system of internal control which provides reasonable assurance that the charges are accurate, allowable, and properly allocated.

(18) Trafficking in Persons: The grant condition specified in 2 CFR §175.10 includes the following language: "I. Trafficking in persons. 1 You as the recipient, your employees, subrecipients under this award, and subrecipients' employees may not i. Engage in severe forms of trafficking in persons during the period of time that the award is in effect; ii. Procure a commercial sex act during the period of time that the award is in effect; or iii. Use forced labor in the performance of the award or subawards under the award." A subrecipient is required to inform the federal agency immediately of any information received from any source alleging a violation of this condition. The federal agency may unilaterally terminate this award, without penalty, if a subrecipient is determined to have violated this condition.

(19) Debarment and Suspension: As required by Executive Order 12549 and implemented at 2 CFR Parts 180 and Part 3185, the undersigned, on behalf of the applicant, certifies to the best of his or her knowledge and belief that neither the applicant, nor its principals:

ASSURANCES CONTINUED

(a) are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;

(b) have within a three year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction, or in connection with a violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) are presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification;

(d) have within a three-year period preceding this application/proposal had one or more public transactions (federal, state, or local) terminated for cause or default. Where the applicant is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.

(20) Lobbying: As required by Section 1352, Title 31 of the United States Code, and implemented for persons entering into a grant or cooperative agreement over $100,000, the applicant certifies to the best of his or her knowledge and belief that:

(a) No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a federal contract, the making of a federal grant, the making of a federal loan, the entering into of a cooperative agreement, or the extension, continuation, renewal, amendment, or modification of a federal contract, grant, loan, or cooperative agreement.

(b) If any funds other than appropriated federal funds have been paid or will be paid to any person (other than a regularly employed officer or employee of the applicant) for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall request, complete, and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions. State Programs 3 Issued 2/9/2006.

(c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

(21) Internet Safety: The applicant library is either:

(a) compliant with the Children's Internet Protection Act (CIPA). The applicant library has complied with the requirements of Section 9134(f)(1) of LSTA; or

(b) CIPA requirements do not apply because LSTA funds are not being used to purchase computers to access the Internet or to pay for direct costs associated with accessing the Internet.

(22) Equipment: The applicant will not budget for or procure equipment as defined in 2 CFR 200.33 without first requesting approval from the state library administrative agency and obtaining written approval from the state library administrative agency and the Institute of Museum and Library Services.

ASSURANCES SIGNATURE

WE, THE UNDERSIGNED, CERTIFY that the information contained in this application is complete and accurate to the best of our knowledge, that the necessary assurances of compliance with applicable state and federal statutes, rules, and regulations will be met; and, that the indicated agency designated in this application is authorized to administer this grant. The Authorized Representative of the Applicant Agency is authorized by the Library Board to approve these certifications on behalf of the Applicant Agency.

WE FURTHER CERTIFY that the assurances listed above have been satisfied and that all facts, figures, and representations in this application are correct to the best of our knowledge.

Applicant Agency

Milwaukee County Federated Library System

Name of Authorized Representative of Applicant Agency

Steve Heser

Title of Authorized Representative

System Director

Signature	Date Signed *Mo./Day/Yr.*
➢	

	PROJECT AREA	

Select one project area that best describes the collaborative LSTA project to increase capacity for technology tools and resources.

☐ Establish or support inter-system collaborative agreements to extend technology support services in order to share expertise or technology support services to benefit individual libraries; and extend technology support or technology services to systems unable to provide those services through aggregated contracts or revised contracts benefiting from economies of scale.

☐ To purchase or expand learning or information resources through group contracts

☐ To digitize local materials that have a statewide or large regional interest for libraries within a multi system region

☒ To better prepare libraries within a multi-system region for training and support of local libraries in digital skills and knowledge for library staff and library users; and/or digital skills or training to support workforce skills for library users.

	PROJECT ABSTRACT	

Provide an overview of the project, including its purpose and intended outcome based on targeted population(s) and identifiable need.

This Cybersecurity Awareness Project is intended to train member library staff in three library systems in southeast Wisconsin. The purpose of this training is to provide staff with instruction on how to better indentify cybersecurity threats in the form of phishing and ransomware emails.

We have identified a product called KnowBe4 (www.knowbe4.com) that will provide the platform for training and evaluation. KnowBe4 offers a baseline test of our staff members with email addresses to see how they perform when presented with a simulated phishing attack. Soon afterward, online training is presented to these staff in the form of interactive modules, videos, games, posters and newsletters. After the training is completed, a coordinated phishing attack is sent through the network to staff addresses. These phishing attacks can be customized to mimic official organizational documents, attachments and appear to come from actual users. The last step of this process is evaluation. Evaluation is part of the product and several reports can be generated showing the change in behavior from the first baseline test to the phishing attacks performed after the training.

Our hope is to see better recognition and response to phishing and ransomware email atttacks by our member library staff. This will clearly be indicated in the reporting that KnowBe4 will provide. Ransomware and phishing attacks have become more sophisticated over the years and we feel this type of training would be an asset to staff and perhaps indicate a greater need for training if the outcomes are not what we hoped to see.

	NEEDS ASSESSMENT	

Provide evidence of the need for this project. Include why this project is relevant to the targeted region or population. Include how this project supplements local efforts within the region or community. Describe any other relevant past (within the last five years) or current efforts to meet these needs.

In the Bridges, Kenosha County and Milwaukee County library systems, we estimate there are roughly 1,500 full time and part time staff with email addresses. Any one of these accounts could be the recipient of a phishing or ransomware attack at any time. In the case of ransomware attacks, entire networks of terabytes of data could be at risk. According to Dimension Data, ransomware attacks worldwide rose 350 percent in 2017 over the previous year. KnowBe4 also claims that 91% of cyberattacks begin with a highly personalized spear phishing email, which is commonly used to infect organizations with ransomware. The threat posed by these emails is real and they do not particularly care if the victim is a library. In January 2017, the St. Louis Public Library experienced a ransomware attack that crippled their library for several days. Last year a library in the Bridges Library System was also the victim of a ransomware attack.

Fortunately some of these emails are caught by firewall or antivirus software designed to prevent them from causing damage, but still many of these emails make it through to our staff members' accounts and workstations. To make things more complicated, there are staff with varying degrees of technical competencies and some only work part time and may not have access to this type of training if it were not provided for them.

In light of the threat and vulnerability of our libraries, we feel the training program will make a difference and bring more awareness to the problem. Many staff will feel they are capable of vetting these emails, but the methods used to deliver phishing and ransomware attacks are growing more sophisticated and it's becoming increasingly difficult to identify them.

ACTIVITIES TO ACHIEVE PROJECT GOALS

Each applicant is required to describe a minimum of one performance objective and outcomes to be tracked and evaluated during the grant period. Thinking about the needs evidenced above, create a performance objective to address the overall aim of the project in order to have the greatest impact on library patrons and/or the library workforce.

In the space below create a measurable objective and identify the subsequent elements. The performance objective must be fully achievable no later than the end date of the grant.

Performance Objective – Set a goal that can be achieved as a part of this project as a whole.

The primary objective is to decrease the number of 'phish-prone' users, those likely to open phishing emails, by 75%. The average decrease reported by KnowBe4 is roughly 92%. We feel a 75% reduction would represent a successful project and worth the investment.

Baseline – Identify the starting point measure prior to beginning this project's activities.

The baseline figure will be calculated by KnowBe4. According to their website, the average baseline of phish-prone users is 27% of all email accounts. Their numbers are based on actual users (6 million). We feel 27% is a number to start with, but may be higher or lower depending on the peformance of our staff.

Activities to Achieve Objective – Identify how the applicant agency will achieve this result using LSTA funding.

1. KnowBe4 offers a baseline test of our staff members with email addresses to see how they perform when presented with a simulated phishing attack.

2. Online training is presented to these staff in the form of interactive modules, videos, games, posters and newsletters.

3. A coordinated phishing attack is sent through the network to staff addresses. These phishing attacks can be customized to mimic official organizational documents, attachments and appear to come from actual users. These phishing attacks will continue for one year and the results will calculated for analysis.

Evaluation Method – Identify the methods the applicant agency will use to measure the results.

KnowBe4 offers thorough reports to show how our staff members performed after training was completed. The reports will be analyzed and shared with member library directors and staff. Recommendations for further training may evolve from this project as a result.

Person(s) Responsible – Identify the staff or library board member(s) who will be responsible for the activities to achieve the objective.

Steve Heser, Milwaukee County Federated Library System
Mellanie Mercier, Bridges Library System
Robert Nunez, Kenosha County Library System

Leave the Progress response blank when submitting the initial application.
Complete the Progress response as a mid-project and end-of-project report.

Progress – Identify the progress the agency made in achieving the Performance Objective.

ACTIVITIES TO ACHIEVE PROJECT GOALS

OPTIONAL – ADDITIONAL PERFORMANCE OBJECTIVE

Each applicant is required to describe a minimum of one performance objective and outcomes to be tracked and evaluated during the grant period. Thinking about the needs evidenced above, create a performance objective to address the overall aim of the project in order to have the greatest impact on library patrons and/or the library workforce.

In the space below create a measurable objective and identify the subsequent elements. The performance objective must be fully achievable no later than the end date of the grant.

Performance Objective – Set a goal that can be achieved as a part of this project as a whole.

Baseline – Identify the starting point measure prior to beginning this project's activities.

Activities to Achieve Objective – Identify how the applicant agency will achieve this result using LSTA funding.

Evaluation Method – Identify the methods the applicant agency will use to measure the results.

Person(s) Responsible – Identify the staff or library board member(s) who will be responsible for the activities to achieve the objective.

Leave the Progress response blank when submitting the initial application.
Complete the Progress response as a mid-project and end-of-project report.

Progress – Identify the progress the agency made in achieving the Performance Objective.

	LSTA BUDGET DETAILS	

Salaries/Wages/Benefits

List all Applicant Agency employee positions to be paid from and contributing directly to this project. Staff members with the title of "Consultant" who are paid from and contributing to this project should be budgeted here and not in the Consultant Fees section.

| Position Title | Total Cost – LSTA Funds | | Match Funds | | |
	Salary/Wages	Benefits	Salary/Wages	Benefits	Source
MCFLS System Director	$0.00	$0.00	**$657.78**	**$303.37**	State Aid
Bridges Automation Coordinator/ Assistant Director	$0.00	$0.00	$411.00	**$162.00**	Local Funds
	$0.00	$0.00	$0.00	$0.00	\<Select\>
	$0.00	$0.00	$0.00	$0.00	\<Select\>
	$0.00	$0.00	$0.00	$0.00	\<Select\>
	$0.00	$0.00	$0.00	$0.00	\<Select\>
	$0.00	$0.00	$0.00	$0.00	\<Select\>
	$0.00	$0.00	$0.00	$0.00	\<Select\>
	$0.00	$0.00	$0.00	$0.00	\<Select\>
	$0.00	$0.00	$0.00	$0.00	\<Select\>
	$0.00	$0.00	$0.00	$0.00	\<Select\>
Total	**$0.00**	**$0.00**	**$1,068.78**	**$465.37**	

		LSTA BUDGET DETAILS		

Consultant Fees

The description includes the expertise of third-party consultant along with actions/contributions to this project. The fees amount includes all expenses related to acquiring the services of a third-party consultant for a specific activity within the project. Do not include costs incurred by an Applicant Agency staff member or the staff of a public library or system who have the title of "Consultant." Costs may include fees, travel, accommodation, and support services obtained directly by the third-party consultant.

		Total Cost – LSTA Funds	Match Funds	
Description of Consultant Expertise, Actions, Contributions	Consultant/Firm Name	Consultant Fees	Consultant Fees	Source
		$0.00	$0.00	\<Select\>
		$0.00	$0.00	\<Select\>
		$0.00	$0.00	\<Select\>
		$0.00	$0.00	\<Select\>
		$0.00	$0.00	\<Select\>
		$0.00	$0.00	\<Select\>
		$0.00	$0.00	\<Select\>
		$0.00	$0.00	\<Select\>
Total		**$0.00**	**$0.00**	

	LSTA BUDGET DETAILS	

Travel

Select the type of travel expenditure and describe the travel selections in the text box next to the selection. This amount includes all airfare, ground transportation, accommodation (lodging), meals, etc. by the Applicant Agency's staff members only. Do not include travel expenses by a third party.

Reported expenses must be related to the project activities and must be incurred by the applicant agency staff working on the project.

Type of Travel Expenditure	Describe Travel Expenditure Purpose	Number of Travelers	Total Cost – LSTA Funds Travel Expenditures		Match Funds Travel Expenditures	Source
<Select>	<Describe travel here>		$0.00		$0.00	<Select>
<Select>	<Describe travel here>		$0.00		$0.00	<Select>
<Select>	<Describe travel here>		$0.00		$0.00	<Select>
<Select>	<Describe travel here>		$0.00		$0.00	<Select>
<Select>	<Describe travel here>		$0.00		$0.00	<Select>
<Select>	<Describe travel here>		$0.00		$0.00	<Select>
<Select>	<Describe travel here>		$0.00		$0.00	<Select>
<Select>	<Describe travel here>		$0.00		$0.00	<Select>
Total			**$0.00**		**$0.00**	

LSTA BUDGET DETAILS

Supplies/Materials

This description includes the types and quantities of supplies/materials acquired. This amount includes all costs for supplies and materials purchased specifically for the project.

Supplies/Materials Description	Number of Units	Total Cost – LSTA Funds Supplies/Materials Costs		Match Funds Supplies/Materials Costs	Source
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
		$0.00		$0.00	\<Select\>
Total		**$0.00**		**$0.00**	

		LSTA BUDGET DETAILS		

Equipment (unit cost greater than $5,000)

This description includes the types and quantities of supplies/materials acquired. This amount includes all costs for supplies and materials purchased specifically for the project.
The Applicant Agency may request to purchase necessary and reasonable equipment by completing the LSTA Equipment Approval Request form.

		Total Cost – LSTA Funds	Match Funds	
Equipment Description	Number of Units	Equipment Costs	Equipment Costs	Source
MUST OBTAIN APPROVAL FROM DPI AND IMLS BEFORE BUDGETING FOR EQUIPMENT PURCHASES				
Total		$0.00	$0.00	

Services

This description includes the services provided. This amount includes the cost of services provided by a contractor. Databases should be described here and names of contractors included.

	Total Cost – LSTA Funds	Match Funds	
Services Description	Services Costs	Services Costs	Source
KnowBe4 Security Awareness Training	$17,000.00	$0.00	<Select>
	$0.00	$0.00	<Select>
	$0.00	$0.00	<Select>
	$0.00	$0.00	<Select>
	$0.00	$0.00	<Select>
	$0.00	$0.00	<Select>
	$0.00	$0.00	<Select>
	$0.00	$0.00	<Select>
Total	$17,000.00	$0.00	

	LSTA BUDGET DETAILS	

Other (Indirect)

This description includes allowable indirect costs incurred by the grantee. Indirect costs are those costs that are not readily identified with the activities funded by the federal grant or contract but are nevertheless incurred for the joint benefit of those activities and other activities and programs of the organization. Examples of indirect costs are general telephone service, postage, office supplies, office space expenses, and administrative or financial operations for an entire organization. The applicant must inform DPI of the decision to recover indirect costs by making a checkbox selection below.

Other Description	Total Cost – LSTA Funds Other (Indirect) Costs		Match Funds Other (Indirect) Costs	Source
	$0.00		$0.00	\<Select\>
Select one of the following options: ☒ Applicant chooses not to include Indirect Costs ☐ Applicant chooses a rate not to exceed 10% of modified total direct costs and declares the applicant agency is eligible for the 10% rate. ☐ Applicant has a rate ____% that has been negotiated with a federal agency. The applicant will submit a copy of the negotiation agreement along with this LSTA application.				
Total	**$0.00**		**$0.00**	

LSTA BUDGET SUMMARY		

Applicant Agency:

Grant Title:

LSTA Budget Category	LSTA Budget	Match Amount
Salaries/Wages/Benefits	$0.00	$1,534.15
Consultant Fees	$0.00	$0.00
Travel	$0.00	$0.00
Supplies/Materials	$0.00	$0.00
Equipment (Unit cost is >$5,000)	$0.00	$0.00
Services	$17,000.00	$0.00
Other (Indirect) Rate (not to exceed 10% unless approved by the applicant's cognizant agency): %	$0.00	$0.00
TOTAL	**$17,000.00**	**$1,534.15**

JUSTIFICATION FOR CHANGES		

Complete this section only when revising an approved budget.

FOR DPI USE ONLY		

The DPI Grant Program Coordinator's signature indicates approval of the application and budget.

Signature of DPI Grant Program Coordinator	Date Signed *Mo./Day/Yr.*
➢	

PROJECT OUTCOMES – EVALUATION

Complete the responses in the Project Outcomes – Evaluation section throughout the course of the project. These responses may be requested throughout the project and will be submitted to DPI following the conclusion of the project as an end-of-project report.

Describe the important findings and outcomes from the project.

Describe the importance of these outcomes and findings for future program planning.

Based on outputs, outcomes, and other results, explain any significant lesson(s) learned for DPI and others in the library and information sciences field who want to adopt any facets of this project.

	PROJECT OUTCOMES – EVALUATION	

Complete the responses in the Project Outcomes – Evaluation section throughout the course of the project. These responses may be requested throughout the project and will be submitted to DPI following the conclusion of the project as an End-of-Project report.

What methods did you use to determine your findings? Check all that apply.

☐ Survey ☐ Review of Administrative Data ☐ Interview/Focus Group

☐ Participant Observation ☐ Other

Was an evaluation conducted for this project?
☐ Yes ☐ No

Was a final written evaluation report produced?
☐ Yes ☐ No

If you anticipate continuing this project after the current project period ends, answer the following three questions ("Do you anticipate…") regarding continuation of the project. If the project will not continue, select N/A and do not respond to the following three questions.

☐ N/A – The agency does not anticipate continuing this project beyond this application's period of performance.

Do you anticipate any change in level of effort in managing this project
☐ Yes – Briefly describe any changes in the level of effort. Include information about whether you intend to use LSTA or Match funds:

☐ No

Do you anticipate changing the types of activities and objectives addressed by the project?
☐ Yes – Briefly describe this change in the project's activities and objectives:

☐ No

Do you anticipate any other changes in the project?
☐ Yes – Briefly describe this other changes in the project:

☐ No – Describe why:

	ADDITIONAL MATERIALS	

Following the conclusion of the project, please provide any additional materials that help provide context to the project or additional details regarding the project's outcome that cannot be gleaned from the information that was provided in the application, budget, and evaluation. Consider submitting images, promotional materials, feedback received, survey results, staff and patron stories about the project, news articles, press releases, websites, etc.

Send additional materials to LibraryReport@dpi.wi.gov and clearly identify the project the materials are associated.

If additional materials are online, provide the URL(s):

Can DPI share these additional materials publicly including with the Institute of Museum and Library Services?
☐ Yes ☐ No

Newsbank - Milwaukee Journal Sentinel Subscription Proposal

All 14 Suburban libraries and well as the Image Edition for Milwaukee Public.

Milwaukee Journal Sentinel Text Only coverage will be 1990-Current
Milwaukee Journal Sentinel Web Edition Articles will be 2010-Current
Milwaukee Journal Sentinel Blogs (They are now archived in the web edition) will be 2005-2016
Milwaukee Journal Sentinel PDF Image Edition will be November 2nd 2018-Current

	Population	Population Share	Subscription Level	Share & Level	Proposed Annual Cost
Brown Deer	12,346	2	3	6	$ 1,672
Cudahy	18,208	3	3	9	$ 2,508
Franklin	35,779	4	3	12	$ 3,343
Greendale	14,345	2	3	6	$ 1,672
Greenfield	36,366	4	3	12	$ 3,343
Hales Corners	7,622	1	3	3	$ 836
Milwaukee	595,555	15	1	15	$ 4,179
North Shore	25,146	3	3	9	$ 2,508
Oak Creek	35,739	4	3	12	$ 3,343
Shorewood	13,315	2	3	6	$ 1,672
South Milwaukee	20,882	3	3	9	$ 2,508
St. Francis	9,434	1	3	3	$ 836
Wauwatosa	47,781	5	3	15	$ 4,179
West Allis	59,590	6	3	18	$ 5,015
Whitefish Bay	14,199	2	3	6	$ 1,672
TOTAL	946,307	57	43	141	$ 39,286

POPULATION TIERS

< 10,000	1 share
10,001 - 15,000	2 shares
15,001 - 30,000	3 shares
30,001 - 40,000	4 shares
40,001 - 50,000	5 shares
50,001 - 70,000	6 shares
60,001 >	15 shares

SUBSCRIPTION LEVEL

Text Only, Web Edition/Blogs and Image Edition	3 shares
Image Edition	1 share

SHARE & LEVEL
$ 278.62

NOTES

- Text only edition is required to get Web Edition and Image Edition (MPL already has Text only edition through a similar Newsbank product)
- If at least 6-8 libraries are interested, proposed costs are negotiable
- If only 4-6 libraries are interested proposed costs will be 10-15% higher
- NewsBank would be willing to start 7/1/2019 and prorate the remaining amount for 2019. They are also willing to give us 9 months access for the 6 month prorated amount.

Allowing Patrons Access to Electronic Resources
with Fines of any Amount

Talking Points for Boards and Decision Makers

Why should we consider allowing patrons access to electronic resources with fines of any amount?

- The library's mission. Part of the mission of any library is provide access to resources. Not allowing patrons to access electronic resources based on their inability to pay fines can be seen as antithetical to that mission and an inequitable service provision. In addition, children are unfairly impacted since they have no control over their parents' ability to pay fines off their accounts.

- Improving use of library resources. Circulation statistics nationwide have been in a downward trend for many years. Now more than ever libraries need to prove their worth to communities outside of circulation numbers. Removing barriers to access and driving use of electronic resources up can be one method of showing the value that libraries bring to the community outside of circulation.

- No risk of further loss. Patrons who use electronic resources cannot incur further fines or charges on their card. There is no risk to losing library materials.

- Possible public relations gains. There is no risk of further loss with allowing access to electronic resources, but the gains made in public relations for the library might be substantial.

- In-library usage of public workstations. Access to reference materials is not restricted within the library to those patrons with excessive fines. Should access to public workstations within the library be treated any differently?

- Improving relationships with patrons. An environment that restricts access of any type can set up an adversarial relationship with patrons. Eliminating obstacles to electronic resources can eliminate one source of animus and start the process of forging a positive relationship.

- Saving staff time. Removing obstacles to patron access for electronic resources can save staff time that would otherwise be spent resolving stressful situations and answering questions related to the policy.

LIBRARY PUBLIC COMPUTER CONFIGURATION

MCFLS staff provide staff and public computer support services for several suburban libraries. While supporting libraries with time and print management software such as SAM, Envisionware, or MyPC, MCFLS staff uses DeepFreeze and Windows Group policies to configure library public computers to protect library patron privacy and control computer access.

PROTECTING PATRON PRIVACY:

All library public computers supported by MCFLS are equipped with DeepFreeze software. Each time the computer restarts, DeepFreeze restores the computer back to its original configuration. Once DeepFreeze is installed and enabled on a computer, any changes made to the computer are never permanent. Changes that library patrons make on these public computers including saving/deleting documents, their browsing history, search history, downloaded files, application settings, etc. will all be wiped out by DeepFreeze when the computer restarts.

Since Envisionware and MyPC applications can be configured to restart a public computer when the user ends their usage session, any changes they had made will be wiped out by DeepFreeze. The next user will not be able to see any personal data from previous users in this scenario. Patron privacy is totally protected when using Envisionware or MyPC is installed and maintained by MCFLS staff.

SAM software is usually NOT configured to restart the computer after the session ends. DeepFreeze does not restore the computer to its original configuration until the computer is shutdown or restarted. The next user can possibly see personal data from previous users in this instance. Some extra steps must be added in the SAM configurations to protect patron privacy while they use these library public computers:

- Since SAM software only clears out files in the Documents folder when the user session ends, MCFLS staff configures all internet browsers to set the download path to the Documents folder.
- The Recycle Bin is set to remove files immediately when deleted.
- MCFLS staff configures all internet browsers to run in Private Browsing mode. This prevents the browser history from being collected and available to subsequent users.
- In Microsoft Word and Adobe Reader, MCFLS staff configures the number of documents in the Recently Used List to 0.

For library catalog or OPAC computers (dedicated computers for searching CountyCat only) MCFLS staff configure the Firefox browser with the mKiosk add-on to protect patron privacy. The Firefox browser always runs in full screen and in Private Browsing mode. mKiosk resets the browser and logs the patron out of CountyCat after five minutes of keyboard or mouse inactivity. This prevents the display of the patron account information or search page when they walk away from the catalog computer.

<u>CONTROL COMPUTER ACCESS:</u>

All library public computers are configured with two Windows profiles: staff (Administrator) and public (Standard User). MCFLS staff customizes the public Windows profile with desktop shortcuts to specific software applications that the library provides and applies Windows Group policies to control computer access.

Current Windows Group policies:

- Prohibit access to the Control Panel and PC settings
- Prevent access to the command prompt (disable cmd)
- Remove Run menu from Start Menu (disable WIN+R)
- Remove Task Manager, Change Password, Switch User, Lock Computer, Logoff options from Windows Security screen (Ctrl+Alt+Delete)
- Remove and prevent access to the Shutdown, Restart, Sleep, and Hibernate commands.
- Remove access to the context menu for the taskbar
- Disable the context menu for the Start button (disable WIN+X)
- Remove All Programs list from the Start Menu

These public computer configuration settings are currently applied to all libraries for which MCFLS staff provides computer support.

MCFLS welcomes feedback from member libraries to enhance or customize these settings. We endorse consistency in these settings system wide while recognizing there may be some customization required to fit the needs of each library.
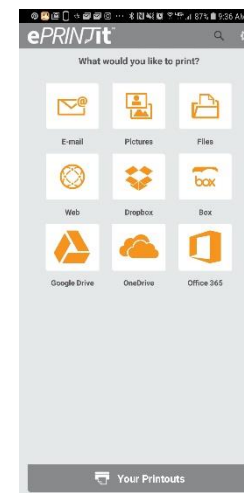
Mobile Screen Shots

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- **Submission of print jobs from home, or away from home – through email, laptops, and mobile devices**

- **Submit multiple print jobs in one session – black and white and color printing options**

- **Fast processing and geo locator map for location selection**

- **Secure Cloud-based printing – all print data requests are transferred and encrypted using secure SSL communication**

- **Submit jobs to one location and pick it up anywhere within your system**

- **Cloud Based and Driverless**

- **Fast processing time**

- **Easy to use iOS and Android apps.**
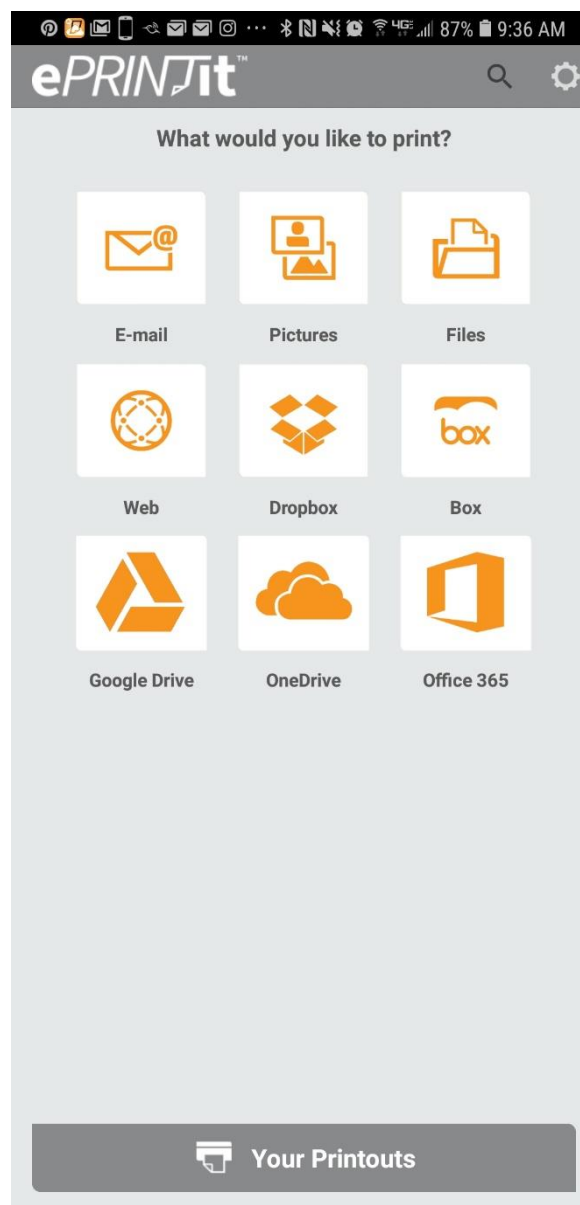
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Opening Screen

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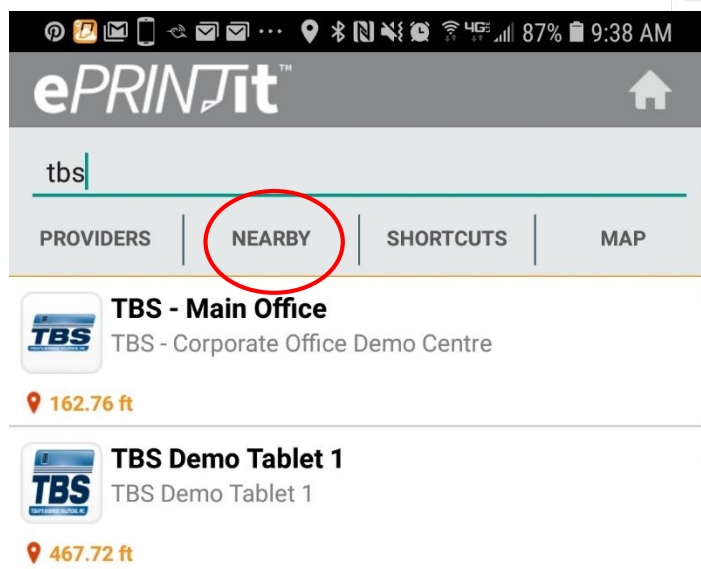
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Select Documents or Image Mobile App

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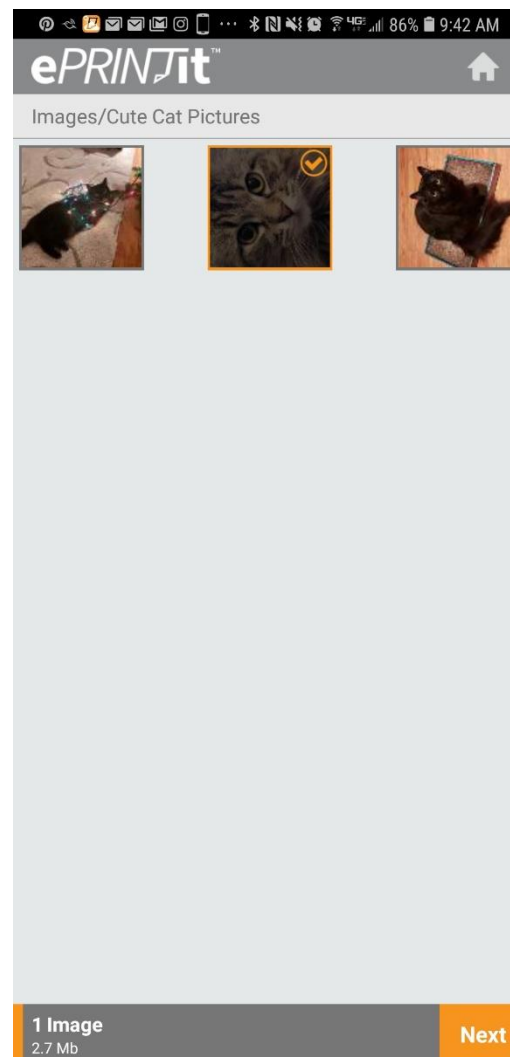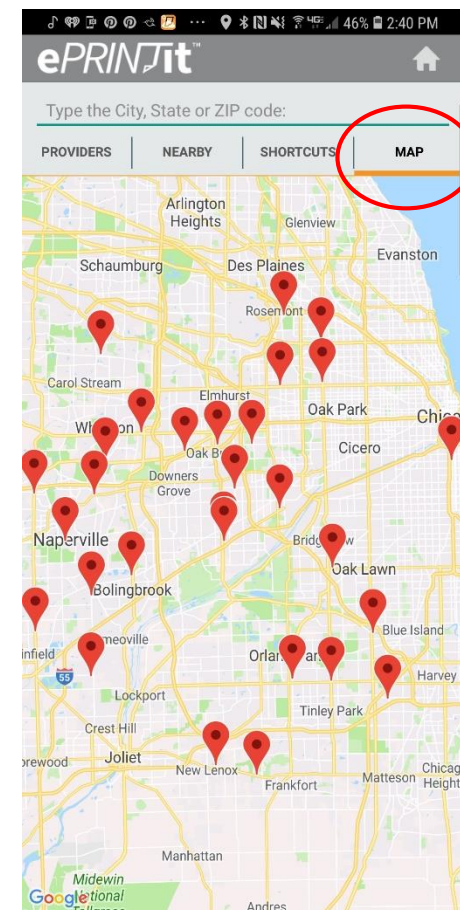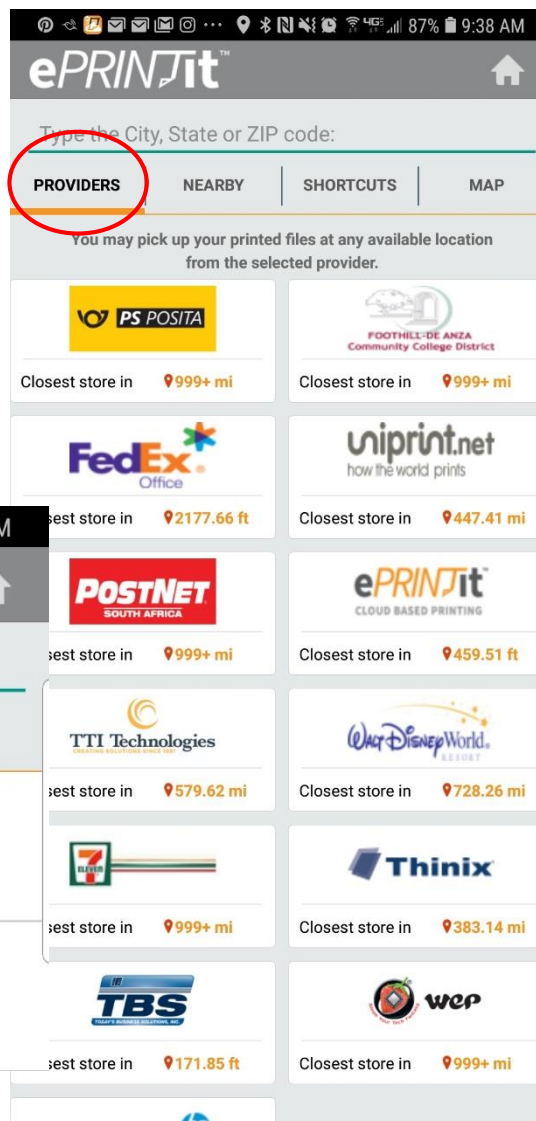
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Print Settings

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✓ Your Job was received!

TBS TBS

User credentials required
Info@singlecard.com
→ Valid until: 12/25/2018 00:00:00 (Coordinated Universal Time)

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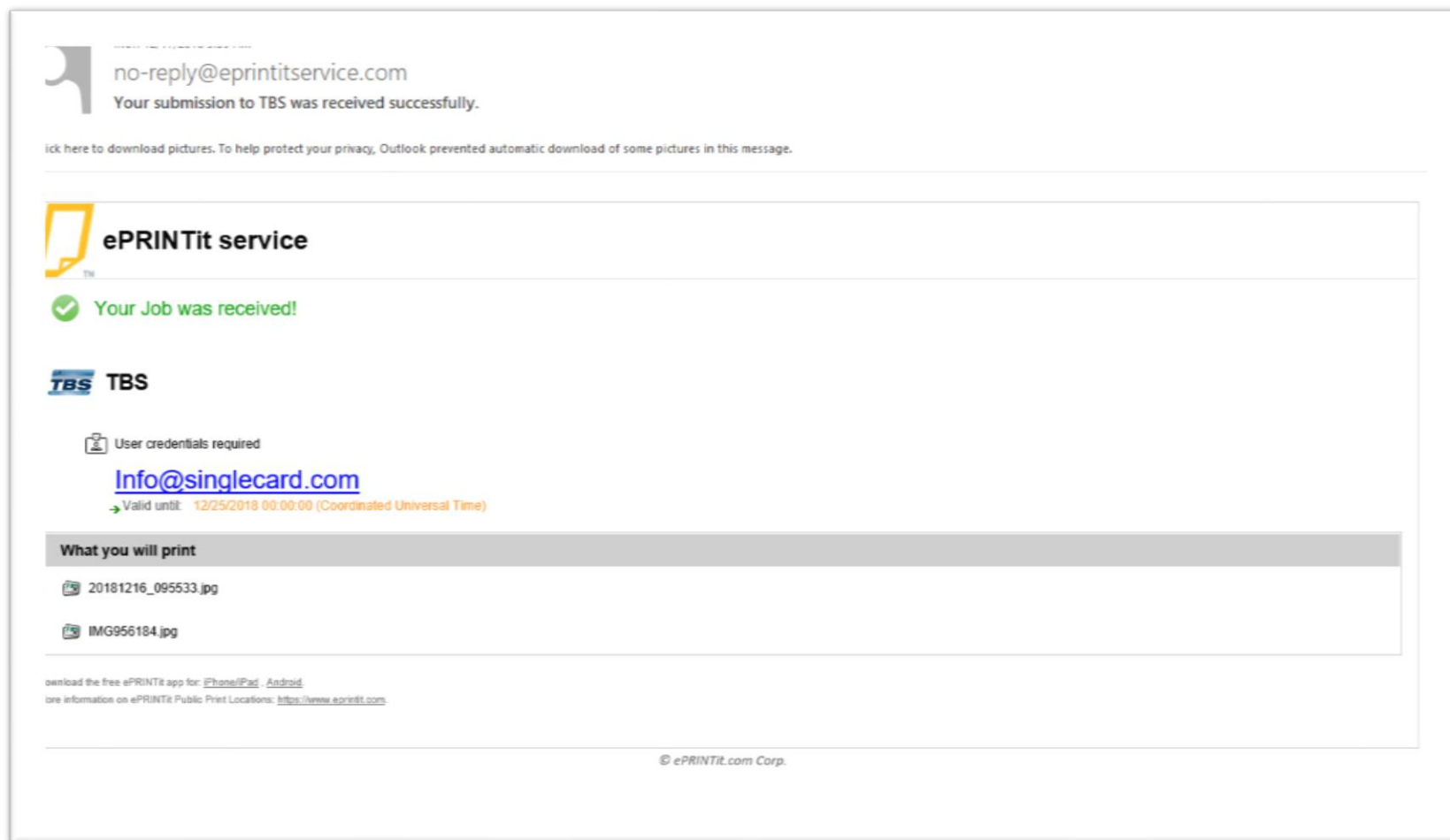
Quotation Date

February 22, 2019

Valid for 40 Days
Quote # V20190222G

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BILL TO:		SHIP TO:		
MCFLS Member Pricing				

Customer:		Reference No.		Tax:	
Existing	New	PO No.		Order Subject to Applicable Sales and Use Taxes.	
	X	Sales Rep:	Vivienne		
Requested Delivery Date:		Requested Method of Shipment: Standard UPS Ground		Non-Taxable	Exempt No.

Product No.	Qty	Description	Unit Price	Gross Amount
Software				
ePrintIT	1	ePrintIT Subscription - 1 Year/1 Building	$ 395.00	395.00
Installation				
A-1004	1	Installation and Training for System Staff-One Time Fee	$ 50.00	50.00
			Purchase Price $	445.00

Notes:

Customer: BY EXECUTION HEREOF UNDERSIGNED CERTIFIES ORDERING OF ABOVE EQUIPMENT AND SERVICES

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By: Vivienne Porter

By: _____

_____
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Title   Date

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